CashPro® Online Getting Started Guide

Remote Deposit

Bank of America
Merrill Lynch

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Getting Started with Remote Deposit

Bank of America Merrill Lynch

Technical Support

Go to CashPro Online > Support > Help > **Contact Us**.

Introduction

The Bank of America Merrill Lynch Remote Deposit service is a web-based service available within CashPro® Online. It enables companies to make electronic deposits from their desktops using an approved scanner. Remote Deposit users can scan/capture images and Magnetic Ink Character Recognition (MICR) data of U.S. dollar items drawn on U.S. banks and transmit that data to Bank of America Merrill Lynch using a secure Internet connection. Remote Deposit Service is available for scanning items and transmitting deposits 24 hours a day, excluding scheduled system maintenance times.

Logging in to Remote Deposit Service

To log in to Remote Deposit Service, complete the following:

1. Log in to CashPro Online.
2. Click **Receipts** > **Remote Deposit**. The Remote Deposit Service Online Welcome Page displays.

   Note: If the Remote Deposit Service Online Welcome page does not display, contact your company administrator for your Remote Deposit entitlement.

This completes the procedure.

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Installing the Scanner Driver

To install the scanner driver, complete the following:

1. Disconnect the scanner.
2. Disconnect the USB cable from the computer.
3. Log in to the computer.
4. Do you have local administrator rights?

If...	Then...
Yes	Go to step 5.
No	Contact your administrator or technical support to complete the installation on your behalf. This completes this procedure.

5. Close all applications.
6. Log in to CashPro Online.
7. Click **Receipts** > **Remote Deposit**. The Remote Deposit screen displays.
8. Click **Create New Deposit**. The Driver Download page displays.
9. Click the link for the drivers under the appropriate scanner model image.
10. Click **Save**. The Save as window displays.
11. Choose a location to save the file.

    Note: Do **not** change the default **File name** or **Save as type**.
12. Click **Save**. The Download Complete window displays.
13. Click **Run**. The Security Warning window displays.
14. Click **Run**. The Driver InstallShield Wizard window displays.
15. Click **Next**.
16. Verify that the scanner is unplugged from your computer.
17. Click **OK**.
18. Click **Install**.
19. Click **Finish**.
20. Plug the scanner USB cable into the computer.
21. Plug the other end of the scanner USB cable into the scanner, if required.
22. Click **Return**.

This completes the procedure.

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Making a Deposit

To make a deposit, complete the following:

1. Gather all deposit tickets (if using a paper ticket) and debit items.

   Note: Exclude foreign checks and copies or faxes of checks.

2. Compute the expected total amount of your deposit.

   Note: This amount is the **Declared amount**.

3. Perform a quality check of all deposit items. For instance:
   - Verify that the bottom and leading edges of the items are aligned and facing the same direction.
   - Remove all staples, paper clips, etc.
   - Straighten any bent corners.
4. Log in to CashPro Online.
5. Click **Receipts** > **Remote Deposit**. The Remote Deposit screen displays.
6. Click **Create New Deposit**.

   Notes:

   - The options displayed on the page depend on your company's entitlements.
   - The fields required to process the deposit are identified with an asterisk (*) on the New Deposit page.
7. Select the desired option from the **Account group** drop-down menu.
8. Select the desired option from the **Account number** drop-down menu.
9. Select **Simple** for **Deposits Allowed**.
10. Select the desired **Deposit Type**.

    Note: For Automated Clearing House (ACH) clients only, select the ACH Company Name assigned to the account number selected for the deposit.

11. Enter **Optional Field** data, if desired.
12. Do you wish to enter the number of items within the deposit?

If...	Then...
Yes	a. Enter the **Number of items**. **Notes**: ▪ Up to 500 items per deposit are allowed, including the deposit slip and checks. ▪ There is no limit to the number of deposits made in a day. b. Go to step 13.
No	Go to step 13.

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13. Enter the deposit's total amount from step 2 in **Declared amount**.

    Notes:

    - The declared amount is compared with the deposit total of the scanned items.
    - The declared amount **cannot** exceed $99,999,999.99.
    - If a decimal is not entered, one is assumed present at the end of the entered amount.

14. Place deposit items in the scanner entry tray.

    Notes:

    - If your setup requires a paper deposit slip, a message displays saying you must scan the deposit slip first.
    - Consult your scanner User Manual to determine how many items may be loaded at a time. Add items until you have captured the entire deposit.

15. Slide the items up to the line mark on the body of the scanner.

    Note: Do **not** push or insert items past the line.

16. Click **Start Capture**.

    Notes:

    - As items are scanned, Remote Deposit captures each item amount and keeps a running total. These amounts are populated on the Deposit Item List screen.
    - The deposit balances in most cases. This means the declared amount equals the scanned amount. Once balanced, the Balancing Difference displays in green as 0.00.
    - If the deposit does not balance, refer to the *Remote Deposit User Guide* for more information.
    - The scanner will print a horizontal spray on the back of each check, and the service will overlay a virtual endorsement on the check image that will be used in clearing the item.

17. Go to *Transmitting a Deposit* to complete the deposit.

This completes the procedure.

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Transmitting a Deposit

To transmit a deposit, complete the following:

1. Is the Complete button green?

If...	Then...
Yes	a. Click **Complete**. b. Go to step 2.
No	a. Correct the errors within the deposit. **Notes:** ▪ If the **Complete** button displays in red text or is not enabled, there are errors. ▪ If the Balancing Difference displays in red text, the two amounts are not equal. The error displays with an attention icon ( ). b. Go to step 2.

2. Click **OK** to transmit the deposit.

   Notes:

   - The deposit status changes as it is processed. The status of a Received deposit changes to Perfected or Perfected Adjusted after it has been reviewed by Bank of America Merrill Lynch. Any dollar adjustments applied to the deposit during this review are presented in Remote Deposit as Perfected Adjusted.
   - Deposits submitted by your local deadline–9:00 p.m. Pacific and Mountain/10:00 p.m. Central and Eastern–will receive same-day ledger credit.

3. Store the scanned checks in a secure place for 14 days, and then destroy them using commercially accepted standards.

This completes the procedure.

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Generating a Report

To generate a report, complete the following:

1. Log in to CashPro Online.
2. Click **Receipts** > **Remote Deposit**. The Remote Deposit screen displays.
3. Click **Reports**. The Reporting screen displays.
4. Select the desired report from the **Report** drop-down menu.
5. Select the desired format from the **Format** drop-down menu.
6. Select the desired date from the **Date Range Type** drop-down menu.
   - **Deposit Receipt Date** – Select this option for Perfected deposits.
   - **Posted Date** – Select this option for deposits that have not been Perfected.
7. Select the **Start** and **End Date** range.

   Notes:

   - Images are available for 45 days within the service.
   - Supporting data is available for 90 days.
8. Select a **Deposit Status**.
9. Select whether or not you need **Images** of the items on the report. This feature is available for certain reports.
10. Click **Create Report**.

    Notes:

    - This report displays in a list at the bottom of the screen.
    - While the report is being generated, the status shows as Submitted.
    - The report status changes to Completed if a report is returned with data. The report status changes to Empty if there is no data.
11. Click **Display the saved report**. A prompt displays with the option to save or cancel.

This completes the procedure.

Accessing Help

To access the Help menu, complete the following:

1. Log in to CashPro Online.
2. Click **Receipts** > **Remote Deposit**. The Remote Deposit screen displays.
3. Click **Help** in the top right corner of the Remote Deposit screen. The information specific to the screen being viewed displays.

Note: Help is not an interactive tool; it displays only static information.

This completes the procedure.

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Accessing Help Tips

To access Help Tips, complete the following:

1. Log in to CashPro Online.
2. Click **Receipts** > **Remote Deposit**. The Remote Deposit screen displays.
3. Click **Help Tips** in the top right corner of the Remote Deposit screen.
4. Select **Show Tips**. Tool tips display when you mouse over a button or field.

   Note: If you select Hide Tips, Help Tips will not display.

This completes the procedure.

Image Customer Care Center

For questions regarding Remote Deposit and Scanners, contact an Image Customer Care Center representative at:

- U.S./Canada: 1.888.367.2521 (Monday - Friday between 8 a.m. - 1 a.m. Eastern Time)
- Outside of the U.S./Canada: 1.804.553.6252

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Technical Support

For regional technical support, refer to the table below.

Note: The contact information is current as of February 2012. For a more recent listing, go to **CashPro Online** > **Support** > **Help** > click **Contact Us**.

Region	Location	Telephone Number	Hours	Email Address
Asia	Bangalore	(9180) 6600 6255	Monday to Friday 9:00 a.m. - 6:00 p.m. (Local time)	asia.tcc@bankofamerica.com
	Beijing	(8610) 5960 5666		
	Guangzhou	(8620) 8116 2226		
	Hong Kong	(852) 2597 3700		
	India	(9122) 6632 3060		
	Indonesia	(62) 0 21 515 8200		
	Malaysia	(60) 3 2039 4112		
	Mumbai	(9122) 6632 3777		
	New Delhi	(9111) 6616 2888		
	Philippines	(63) 2 815 5588		
	Shanghai	(8621) 6160 8777		
	Singapore	(65) 6239 3300		
	Taiwan	(8862) 2728 9863		
	Thailand	(66) 2305 2990		
Australia	Main	(61) 2 9931 4333	Monday to Friday 9:00 a.m. - 6:00 p.m. (Local time)	asia.tcc@bankofamerica.com
EMEA	Main	+44 (0) 20 8313 2154	Monday to Friday 8:00 a.m. - 6:00 p.m. (UK local time)	emea.directsupport@bankofamerica.com
Latin America	Main	(469) 330 1160	Monday to Friday 9:00 a.m. - 6:00 p.m. Eastern Time	latam_ops@bankofamerica.com
	Brazil	(55) 11 2188 4587	Monday to Friday 9:00 a.m. - 6:00 p.m. (San Paulo local time)	
	Mexico	(52) 55 5230 6310	Monday to Friday 9:00 a.m. - 6:00 p.m. Central Time	
United States & Canada	Main	(888) 589 3473	Monday to Friday 7:00 a.m. - 9:00 p.m. Eastern Time	cashpro@bankofamerica.com

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